SHEENA LOU ASENSI

EDUCATION

Bachelor of Science: Psychology

Universidad de Manila

KEY SKILLS

- HIPAA certified
- Knowledge of ICD and HCPCS codes
- Experienced in supporting both patients and healthcare providers
- Strong organizational and time management skills
- Detail-oriented and able to multitask effectively
- Proficient in Electronic Health Record (EHR) navigation

Healthcare Customer Service

+63 927 695 8336 msheena.asensi@gmail.com Laguna, Philippines

SUMMARY

I have 5 years of experience in the BPO industry, with a strong focus on healthcare support. Over the years, I've handled both phone-based and administrative tasks, including medical order processing, insurance verification, and prior authorizations. I'm HIPAA certified and have been trained in Telemedicine, Mental Health, Home Health, and Medical Billing.

EXPERIENCE

Inbound Customer Service Representative (Nurse Line) & Outbound Customer Service Representative (Prior Authorization: Medical Device)

04/2017 - 01/2022

Cardinal Health International Philippines — Taguig, Philippines

- Work closely with physicians' offices to confirm and process patients' medical supply orders.
- Act as the main point of contact for patient questions, providing clear updates, friendly support, and consistent follow-through throughout their care journey.
- Coordinate with insurance companies and doctors to make sure orders go out smoothly, without delays or complications for the patient.
- Read and organize medical notes and clinical documents to help keep everything accurate and in order.
- Stay on top of daily changes in insurance policies and keep our internal database updated.
- Effectively multitask to meet daily quotas, with the goal of releasing as many patient orders as possible.
- Handle confidential information and documentation with care, maintaining proper organization and privacy at all times.
- Participate in daily meetings with onshore management to discuss challenges, share updates, and collaborate on effective solutions.
- Track updates, SOPs, and performance metrics to support team efficiency and ensure alignment with company standards.

CERTIFICATION

Prior Authorization Training Course

Insurance Verification Training Course

Telemedicine Training Course

Phone Handling Training Course

Patient Care Coordinator Training Course

Mental Health Virtual Assistant Course

Health Insurance Portability and Accountability Act Training

Medical Billing and Introduction to Coding Training Course